

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: Tennessee

DATE: October 20, 2004

STATE SPECIFIC PERFORMANCE REPORT (Add additional sheets if necessary.)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

PY2003 Re-Employment Services Initiative Final Report

Goals established for measuring the Re-Employment Services Initiative for Program Year ending 6/30/04 were:

1. To reduce the rate of benefit exhaustion by 0.2%.
2. To increase by 4% the number of UI claimants participating in customized services, e.g., Job Search Workshops
3. Increase the number of available tools to assess UI claimants and assist them in identifying potential future occupations.

Outcomes

1. The UI benefit exhaustion rate did not reduce as anticipated. Continued economic downturns exacerbated by Operation Iraqi Freedom have an ongoing effect on Tennessee's unemployment insurance rate.
2. A total of 6,668 UI claimants participated in customized Job Search Workshops. This represents a decrease of less than 1% from previous year totals.
3. Career Centers and affiliated offices provided tools to assist claimants in their job search:

The revised video "Re-Employment Services" that provides current job search information;

The O*NET Interest Profiler and USDOL Interest Inventory as well as the O*NET Ability Profiler made available.

Resume' Preparation software was used to help claimants prepare appropriate resumes to reflect work experience as well as employment goals;

Staff guided claimants on how to effectively follow-up by telephone and letter to job interviews; and

Use of the Internet for job search purposes, e.g., CMATS Self-Service Job Search, America's Job Bank and other employment-related sites.

Conclusion

During this program year the Tennessee Department of Labor and Workforce Development converted to a new computerized internet based data collection and reporting system, referred to as Case Management Activity Tracking System (CMATS). As a result of the conversion, some data and report problems have arisen and constant monitoring of the Re-Employment Services Initiative has not been possible. Numerous staff changes have occurred in field offices, these staff changes include staff who were assigned to provide re-employment services. Staff changes require training of new staff to administer the program.

Regardless of the current economic status, the Re-Employment Services Initiative has proven to be a success in Tennessee. We expect program year 2004 to be more successful.